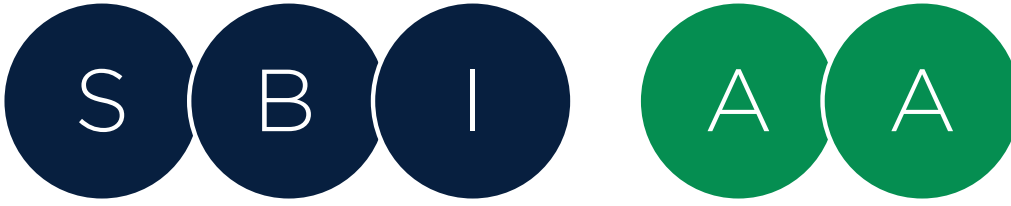


FEEDBACK



This model is useful when giving feedback on a person's performance.

SITUATION Outline the situation (describe tasks)
BEHAVIOUR Outline the observed (not perceived) behaviour
IMPACT Outline the impact this observed behaviour has on yourself and the team
ALTERNATIVE BEHAVIOUR Outline an alternative desired behaviour (ask the person for their ideas)
ALTERNATIVE IMPACT Outline the impact this behaviour will have on yourself and the team